

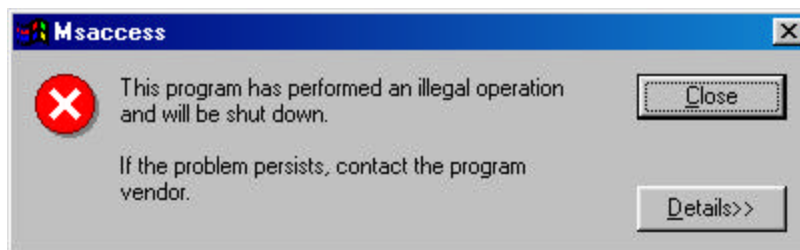
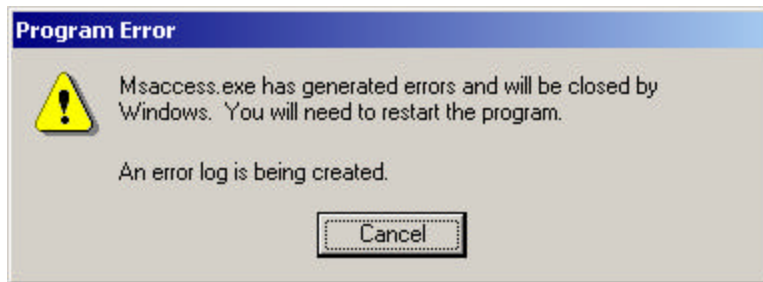
## Display of "msaccess" error when shutting down *TRI-ME* RY2002

In some cases, *TRI-ME* RY2002 may display an "msaccess" error message when a user attempts to exit the application. After canceling or closing this error message, *TRI-ME* RY2002 will shut down normally. In some cases, this error message may "hang" your computer, requiring you to re-boot or use the Windows Task Manager (via the Ctrl+Shift+Delete keystroke) to remedy the problem. After re-starting *TRI-ME* RY2002, the application will work normally (this error causes no other known side-affects).

### Detailed Description

This error has been identified with *TRI-ME* RY2002 (Version 3.8.28). While not all causes of this error have been identified, two scenarios are known to cause the error in most, but not all, cases. First, a user will experience this error if exiting *TRI-ME* RY2002 while a report is displayed in "print preview" mode. Second, if a user prepares a diskette submission and attempts to exit *TRI-ME* RY2002 without printing the required certification letter, the error may be encountered.

Dependent upon your PC, the format of the error message will vary. Some examples are included below:



### Solution

Simply cancel or close the error message and *TRI-ME* RY2002 should shut down normally. If not, it may be necessary to re-boot your computer.